



## CHANGE NOTICE FOR MANUAL

**DATE:** May 23, 2017  
**MANUAL:** WORK FIRST MANUAL  
**CHANGE NO.:** 2-2017  
**TO:** County Directors of Social Services  
**EFFECTIVE:** June 1, 2017

### I. BACKGROUND

This Change Notice provides notification of revision to Work First Manual Section 104, The Application Interview and Section 130, Application Processing. The revision identifies substantive changes to both policy guidance and procedure. The policies contained in Manual Section 130 are incorporated into Manual Section 104, renamed Work First Cash Assistance Application Process and Procedures.

The revised policy incorporates NC FAST terminology, removes references to and instructions for Medicaid Assistance, Lifeline Link Up, legacy systems and includes new and revised program forms. Manual subsections are re-ordered and repositioned to facilitate reader ease.

### II. SPECIFIC CHANGES

#### A. Introduction

References removed regarding the use of Work First application information for the Medicaid Assistance application.

#### B. Section I, Application Procedures

##### 1. WF 104 I. A. The Application PDF

The NC FAST system generated Application PDF is the application for Work First cash assistance.

##### 2. WF 104 I. B. The Application Interview

- a. The date of application for Work First is the date the applicant requests assistance.
- b. Procedures for when a same day interview is not possible.

##### 3. WF 104 I.C. Use of the DSS-8228

- a. Instances in which the DSS-8228, Work First Cash Assistance Application and Review Documentation Workbook, is used to support eligibility determination.

- b. Revised DSS-8228.
- 4. **WF 104 I.D. Administrative Actions**  
An application pdf is not required for certain administrative actions.
- 5. **WF 104 I.G. The Assistance Unit**
  - a. The term “parent” includes biological and adoptive parents.
  - b. NC FAST rules determine which household members are included in the assistance unit.
  - c. Individuals disqualified due to a confirmed positive substance use test cannot be included in the assistance unit.
- 6. **WF 104 I.I. Rights and Responsibilities**  
Updated the listing of rights and responsibilities to be consistent with the DSS-20009.
- 7. **WF 104 I.J. Summary of Verification Requirements and Procedures**  
Revised DSS- 8146A, Notice of Information Needed to Determine Your Eligibility.
- 8. **WF 104 I.K. Child Support Status at Application**  
The applicant household must be in cooperation with Child Support Services prior to disposition of the application.
- 9. **WF 104 I.L. Applications with an Open Sanction**  
The caseworker must evaluate all open-ended sanctions.
- 10. **WF 104 I.N. National Voter Registration Act (NVRA)**  
Procedural updates for voter registration.
- 11. **WF 104 I.O. Signing the Cash Assistance Application**  
Applicant signature on the application pdf and DSS-8228, if utilized, constitutes the information is accurate and serves as verification for information for which applicant statement is acceptable.

**C. Section II. Application Processing**

The following policies previously contained in Work First Manual Section 130 have been brought forward and incorporated into this revision.

- 1. **WF 104 II. A. Processing Time Standards**
  - a. The applicant must receive a notice explaining the case decision and hearing rights.
  - b. The 45- day time standard for completing and processing an application begins the day after the date the application pdf is signed.
  - c. Applications reopened due to a local or state appeal reversal may extend beyond the 45-day time standard.
- 2. **WF 104 II.B. Special Circumstances During Application Period**
  - a. Adding a person to an existing application.
  - b. County transfer during the application processing period.
  - c. Open/shut eligibility determination.

3. **WF 104 II. C. Application Approval and Benefit Issuance**
  - a. The initial month's payment prorates based on the date of application.
  - b. If all eligibility requirements are not met during the month of application, the payment begins the first month the requirements are met.
  - c. Each applicant household must receive the Electronic Benefit Transfer (EBT) brochure and Frequently Asked Questions (FAQ) flyer.
4. **WF 104 II. D. Denying an Application**
  - a. If appropriate, deny the application no later than the 45<sup>th</sup> day.
  - b. Under certain circumstances, the application may be denied at the expiration of the DSS -8146A or at other times during the application processing period.
5. **WF 104 II.E. Withdrawals**
  - a. If an applicant makes a withdrawal request, complete the DSS-8109, Your Application for Benefits is Being Denied or Withdrawn.
  - b. Provide the applicant information that will allow them to may make an informed decision.

#### **D. DOCUMENTING THE CASE RECORD**

1. Verification and documentation can be in electronic and/or paper format.
2. Agencies must have the capacity to produce print copies upon request, including electronic documents.
3. Guidelines provided for the documentation of sensitive material.
4. Consistent placement of documentation and case notes.
5. Caseworkers must review all information for reapplications and re-verify, if needed.

### **III. IMPLEMENTATION PROCEDURES**

Work First Manual Section 130 will become obsolete with the effective date of this Change Notice.

This policy is effective June 1, 2017. Apply this policy to applications, reviews and changes in situation initiated on or after June 1, 2017.

Please email any questions regarding this policy to the DHHS Operational Support Team (OST) via [IEM Policy Questions](#).

Sincerely,



David Locklear, Chief  
Economic and Family Services Section

DL/sdm

Attachments:

[WF\\_CN\\_2-2017a1 \(WF 104\)](#)

[WF\\_CN\\_2-2017a2 \(DSS-8146A\)](#)

[WF\\_CN\\_2-2017a3 \(DSS-8228\)](#)

[WF\\_CN\\_2-2017a4 \(DSS-6961\)](#)